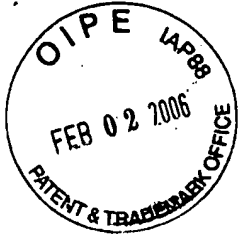


TFM 3623

January 30, 2006

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Commissioner for Patents
P.O. Box 1450
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Suzanne Gibbs

Signature

1-30-06

Date of Signature

Re:	Response to Office Action
Inventor:	SHOEMAKER, Randall, et al.
Serial No.:	09/896,960
Filed:	August 13, 2003
Invention:	CUSTOMER RELATIONSHIP MEASUREMENT AND MANAGEMENT SYSTEM AND METHOD
Art Unit:	3623
Our Docket:	P00494-US-01 (11049.0013)

RESPONSE TO OFFICE ACTION

In response to the September 2, 2005 Office Action, Applicants submit the following remarks.

02/02/2006 NNGUYEN1 00000001 09896960

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